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OFFICE OF THE GENERAL COUNSEL Division of Operations-Management

MEMORANDUM OM 96-36

May 8, 1996

To: All Regional Directors

From: B. Allan Benson
Acting Associate General Counsel

Subject: Quality Reviews
Fiscal Year 1996

As you know, we have commenced the quality review program for this year following discussions with the Regional Directors Committee regarding certain modifications, which we believe will continue to improve upon the program.

The basic focus of the program remains as outlined in Memorandum OM 95-14 with emphasis on substantive issues such as sufficiency of investigation, correctness of the determination and recordation of facts and deliberative process. We will continue to give less attention to procedural or nonsubstantive matters. As with last year, we will continue to give specific attention to 10(j) cases and R cases involving hearings and post-election issues.

Although we will be reviewing the same number of case files as last year, the C case mix will shift to 50 percent merit and no-merit. Further, in order to comply with the report of the Office of the Inspector General (OIG), we will include 2 post Board order compliance cases with substantial backpay. Also in accord with the OIG report, the selection of closed cases is being conducted in Operations-Management on a random basis using case reports and printouts.

In addition to the 10(j) and R case program areas highlighted last year, we are also focusing on Impact Analysis where appropriate, lighten the load, delegations of authority (investigative subpoenas, etc.) and compliance initiatives. As to these newer program areas, the process will focus on assisting the Regions to implement initiatives and programs where the files may indicate weaknesses and to share successful practices and techniques identified in the review process.

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I recognize that this has been a most unusual and difficult year due to the budget uncertainties, the government shutdowns, the unprecedented travel restrictions and other stop-gap measures which had to be imposed, and the new initiatives as described above. I assure you that these matters will be taken into account during the review and appraisal process this year.

If you have any questions, please contact me or your Assistant General Counsel.

B. A. B.

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